



## **Service Standards**

### **Title III B - Recreation**

The service provider must adhere to the AgeGuide General Service Requirements in addition to service-specific requirements listed below.

#### **I. Definitions**

- A. Service Definition (IDOA 603.24 A):** Activities which foster the health and social well-being of individuals through social interaction and constructive use of time. In determining and developing recreational activities older person's needs and interests should be considered
- B. Unit of Service (IDOA 603.24 C):** Each hour of staff or consultant time spent on behalf of a client constitutes one unit of recreation service
- C. Unduplicated Count (NEIL):** The un-replicated number of individuals who have received services during a contract period.

#### **II. Service Activities (IDOA 603.24 B/AgeGuide):**

- A.** Recreational activities for individuals and groups may include instructions and discussions in arts, crafts, hobbies, travel, games, sports, physical activities and other activities, and group tours and outings.
- B.** Individuals that instruct, or lead any session funded by Recreation Funding must be of the highest standard and professional manner. They must be an expert in their field and possess certifications or degrees, when necessary, in their field.

#### **III. Participant Eligibility**

- A.** Be aged 60 years or older.

#### **IV. Records and Documentation (AgeGuide):**

- A.** The recipient of Recreation funding shall have a written statement of its mission, consistent with the recipient agency itself. The recipient shall also have a written statement of its goals and objectives based on its mission and on the needs and interests of older adults in its community or service area. The recipient will have a written action plan that describes how the programs will achieve goals and objectives. These statements shall be used to guide the character and direction of the agency operations and purpose.

- B.** The recipient of Recreation funding shall have appropriate and adequate arrangements to evaluate and report on its program(s). Each recipient of Recreation funding must develop service-specific Outcome Measures for every OAA funded service, available for review by AgeGuide.
- C.** The recipient of Recreation funding shall keep complete records required to operate, plan, and review its program. It shall regularly prepare and circulate reports to inform its governing structure, its participants, staff, funders, public officials, and the general public about all aspects of its operation and program.
- D.** The recipient of Recreation funding shall use the data collected from the participant surveys to verify that the goals and objectives are being met and to identify unmet participant needs. Verification and identification procedures and results will be documented and available for review by AgeGuide.
- E.** The recipient of Recreation funding will cooperate and participate in whatever manner deemed necessary by AgeGuide for the monitoring of services.
- F.** Providers shall assure maintenance and safeguard of information relating to participants as required by federal and state law. All records, case notes and other information on persons served shall be confidential and protected from unauthorized disclosure.
- G.** All program records, reports, and related information and documentation, including files of terminated participants, which are generated in support of a contract/grant between the provider and AgeGuide shall be maintained by the provider for a minimum of three years from the submission of the last expenditure report of the appropriate fiscal year or for a period of time otherwise specified by AgeGuide, e.g., if any litigation, claim or audit is started prior to the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the affected records, information or documentation has been resolved.